CONCENTO PLUS
Operating Instructions

COMMUNICATION IN PERFECTION
For nursing homes and assisted living –
Safety in accordance with DIN VDE 0834 Part 1 & 2

Tunstall

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1. Contents

2. Safety 5
2.1 General safety instructions 5
2.2 ”Fault”, ”FLT” or ”FR” appears? 5

3. Necessary basic knowledge 6
3.1 Sequence of handling a call 6
3.2 Presence registration 6
3.3 Call categories and call types 8
3.4 Call display 9
3.5 Abbreviations used in displays 9
3.6 Timezones 9
3.7 Telephone for answering a call 10
3.8 Call forwarding to a Telecare Control Centre 10
3.9 Call display on pagers or DECT telephones 10

4. Room lamp 11

5. Corridor display 12

6. Pear push switch & connection socket 13

7. Call switches 14

8. Cancel switch/WC 15

9. Room terminals - Introduction 16

10. Terminal SD6 P 17
10.1 Staff presence registration 18
10.2 Displaying calls 19
10.3 Handling a call 19
10.4 Attending to a person seeking help 21
10.5 Calling for assistance 21
10.6 Speaking to staff 22
10.7 Announcement 23

10.8 Switching timezone manually 26
10.9 Setting timezone for one terminal only 27

11. Terminal S4 P 29
11.1 Staff presence registration 30
11.2 Displaying calls 30
11.3 Handling a call 30
11.4 Attending to a person seeking help 31
11.5 Calling for assistance 32

12. Terminal S4 B 33
12.1 Staff presence registration 34
12.2 Displaying calls 34
12.3 Handling a call 34
12.4 Attending to a person seeking help 35
12.5 Calling for assistance 36
12.6 Inactivity alarm function 36

13. Display module 38
13.1 Staff presence registration 38
13.2 Displaying calls 39
13.3 Attending to a person seeking help 39
13.4 Calling for assistance 40

14. Call / presence combination bus 41
14.1 Staff presence registration 41
14.2 Displaying calls 41
14.3 Attending to a person seeking help 42
14.4 Calling for assistance 42

15. Handling a call on the telephone 43
15.1 Answering a phone call 43
15.2 Handling a call 43
15.3 Commands during the speech connection 45
15.4 Deny a call 45

16. Cleaning and disinfection 46
16.1 Cleaning and disinfection 46
16.2 Device materials 47

2. Safety

2.1 General safety instructions

Warning! Please follow the safety instructions below:

- You must acquire sufficient knowledge about operating and using the nurse call system via suitable measures such as training sessions. The measures must be repeated if necessary. These operating instructions assume that the reader possesses sufficient knowledge.
- These operating instructions assume that you are familiar with the nursing procedures in your institution.
- Third-party devices and equipment (e.g. monitoring device for diagnostic call) may only be connected by persons who have received special training to do so.
- Report all function irregularities, failures and faults to a technician immediately.
- Instruct residents/patients on how to operate the call devices.
- Test the plug-in call devices (pear push switch etc.) after every plug-in procedure to ensure perfect functioning of call triggering.
- Do not expose the devices to any extreme conditions such as great heat or cold, wet, a lot of dust or heavy vibrations.

2.2 ”Fault”, ”FLT” or ”FR” appears

If ”Fault”, ”FLT” or ”FR” is shown on a display of the nurse call system, you must act immediately. There is a fault in the nurse call system, which means that it is possible that not all calls will be displayed.

- Note everything that is shown in the display and notify a responsible technician of this immediately.
- The technician will make sure that the fault is remedied.

Note! Additional information about the type of fault is provided by the call documentation in the ConLog^{PLUS} Management Software.

3. Necessary basic knowledge

3.1 Sequence of handling a call

1. Raising a call

A resident/patient presses a call switch when he or she needs help.

The call is displayed on the room lamp of the call location, on the corridor display and on the room terminals rooms, where staff is present.

2. Answering a call with speech possibility

If a room terminal with speech possibility is installed at the call location and in the room, where staff is present, the staff answer the call, i.e. make a speech connection to the call location. The staff ask what assistance the resident/patient requires.

3. Attending to a person seeking help

The staff member goes to the call location in order to attend to the resident/patient. When entering the room, the staff member activates the presence button.

4. Cancelling the call

The call must be cancelled once the patient has been attended to. In most cases, the call is cancelled automatically when the staff member activates or deactivates the presence button at the call location.

Calls from WC rooms must be cancelled by pressing a WC cancel button in the WC room.

Some call types (bed call, room call, inactivity alarm) can be remotely cancelled when the call is answered. Staff do not have to go to the call location.

3.2 Staff presence registration

One important prerequisite for proper use of the nurse call system is registration of presence in the rooms.

A distinction is made between two groups of staff:

- Staff 1: e.g. nursing staff (green presence button)
- Staff 2: e.g. doctors (yellow presence button)

Note! Presence 2 (yellow) is only available when the Terminal SD6 P is installed in the room.

Activated Presence:

- Signals the presence of staff in the room.
- Prepares the display of calls.
- Prepares the initiation of an emergency call. This means that calls from rooms with activated presence are signalled with higher priority.
- Calls in the room are cancelled by the activation or later deactivation of presence (exception: calls in the WC).

3.3 Call categories and call types

Call category	Call type	
Calls (low priority)	Bed call	A call button on the bed (e.g. pear push switch) was pressed or the plug of a plug-in call device (e.g. pear push switch) was pulled out of the socket.
	Room call	A call button in the room (e.g. at the room terminal) was pressed.
	Inactivity alarm	Patient/resident was not active for longer than 25 hours (inactivity alarm function, see Page 36ff).
	WC call	A call button was pressed in the WC room.
Emergency calls (medium priority)	Emergency call 1	A room call was raised with Presence 1 activated.
	Emergency call 2	A room call was raised with Presence 2 activated (only possible on Terminal SD6 P)
	Bed emergency call	A bed call was raised with Presence activated.
	Emergency call WC	A WC call was raised with Presence activated
Alarm calls (highest priority)	Cardiac alarm	A special key combination on Terminal SD6 P was pressed or a special call device was pressed in order to summon specialist staff (e.g. resuscitation team).

In addition, a large selection of other call types can be used in the nurse call system. Examples:

- Fire alarm: Smoke detector signals the presence of smoke
- Diagnostic alarm: A medical monitoring device has raised a call.
- Telephone call: Automatically raised call when the telephone rings in a staff room while Presence is deactivated.

3.4 Call display

When a call is raised, it is indicated by the room lamp of the call location and on the ward's corridor display. It is also signalled on the room terminals in the rooms of the ward in which staff presence is activated.

Alarm calls and the fire alarms are displayed in all of the facility's wards.

The following occurs when the nurse call system is set accordingly: If a call is not answered within a certain time (between 1 and 15 minutes, depending on the setting), it is automatically forwarded to all of the facility's wards for displaying.

3.5 Abbreviations used in displays

Call type	**8-digit corridor display**	**16-digit corridor display, Terminal SD6 P, display module**
Staff presence 1	ST1	STAFF1
Staff presence 2	ST2	STAFF2
Bed call	B-1 ... 4	BED 1 ... 4
Room call	RM	ROOM
Inactivity alarm	INA	INACTI
WC call	WC	WC
Emergency call 1	E1	EMER 1
Emergency call 2	E2	EMER 2
Bed emergency call	EB1 ... 4	EMER B1 ... B4
Emergency call WC	EWC	EME WC
Cardiac alarm	ALM	ALARM
Fault	FR	FLT

3.6 Timezones

The nurse call system adapts itself to the institution's shift system. The staff's area of responsibility often changes in the various shifts.

Whereas the staff is responsible for one ward during the day for example, the night shift is often responsible for the entire facility.

The nurse call system is organised so that all calls of the staff's respective area of responsibility are displayed. Organisation is based on timezones. The system administrator can set up as many as 9 different timezones per nurse call system. The staff's area of responsibility for this time is stored for each timezone.

Depending on the nurse call system setting, the timezones are either changed automatically or the staff change the timezones manually on a special Terminal SD6 P (see Page 26).

3.7 Telephone for answering a call

The nurse call system can be set so that the calls can also be answered on the telephone. When a call is made in the nurse call system, a telephone is called parallel to the display within the nurse call system. The staff answer the call. A synthetic voice announcement informs them of the call. A speech connection to the call location is established if possible. The staff can establish on the phone what assistance is needed. Certain call types can be cancelled remotely.

3.8 Call forwarding to a Telecare Control Centre

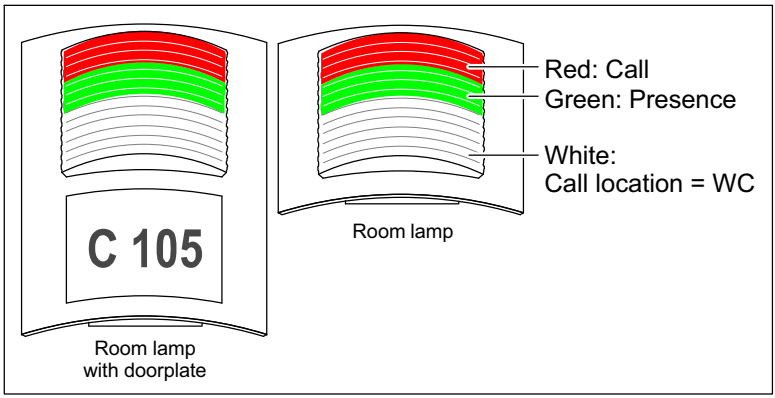
The nurse call system can be set so that the calls are forwarded to a Telecare Control Centre at certain times (e.g. at night or at the weekend). The staff there handle the call initially, and then organise the necessary measures.

3.9 Call display on pagers or DECT telephones

The nurse call system can be set so that calls can be displayed on pagers or in the display of DECT telephones.

4. Room lamp

Room lamps show the calls in the corridor, along with presence in the associated room:



The green light section is on when Presence is activated.

The red light section flashes or is on when a call has been raised. The flashing sequence of the red light section depends on the category of the call:

Call category	**Red light section**
Calls	continuous light
Emergency calls	flashes (1 sec. / 1 sec.).
Alarm calls	flashes quickly (0.3 sec. / 0.3 sec.)

The white light section is on when the call has been raised in the WC, i.e. in the event of a WC call or an Emergency call WC.

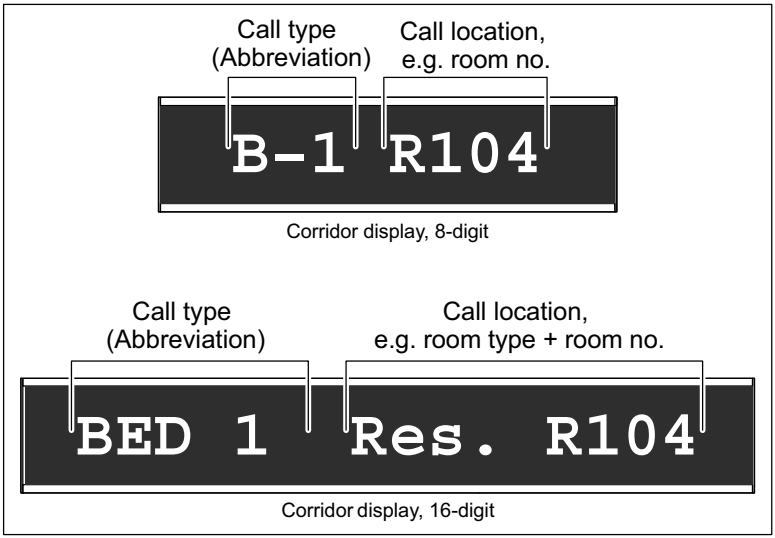
5. Corridor display

The oldest call of the highest priority is displayed on the corridor displays.

Presences are displayed if there is no call.

If there is no presence, any faults in the nurse call system are displayed.

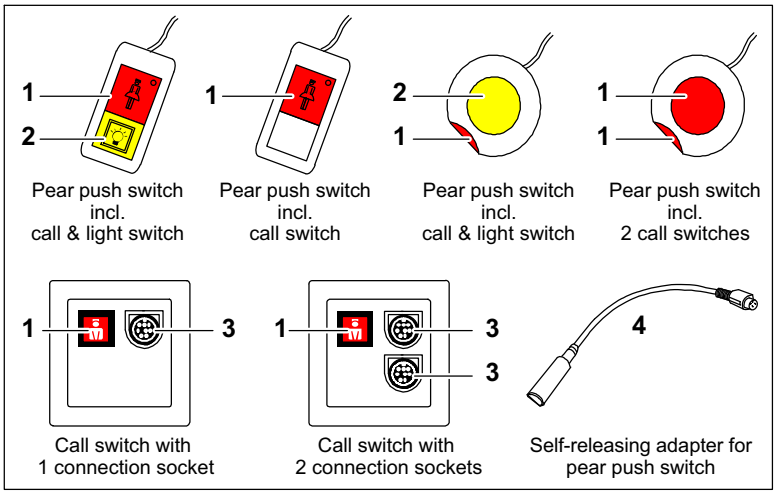
If there is no message, the time is displayed.



See Page 9 for the meanings of the abbreviations in the corridor displays.

6. Pear push switch & connection socket

There is normally a connection socket on the resident's / patient's bed to which a pear push switch is connected to raise a call.



1 Red call button
for raising a call.
- Glows dimly so that the button can be found in the dark.
- Lights up or flashes brightly when a call has been raised.

2 Yellow light switch
for switching the light on and off.

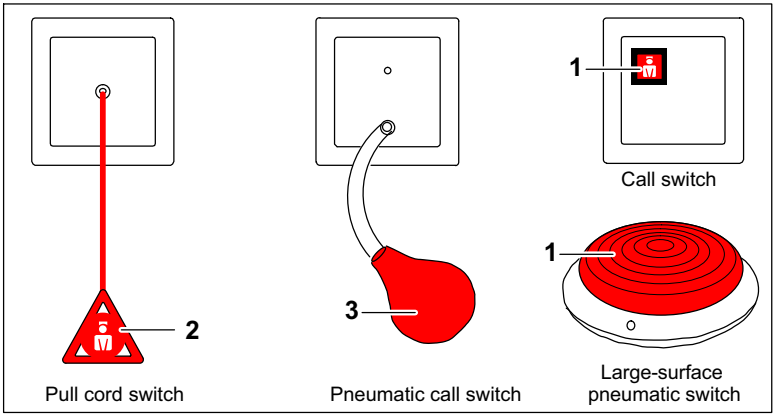
3 Socket
For pear push switch or another plug-in call device

4 Self-releasing adapter
Between socket and pear push switch. Automatically disconnects the cable connection under tensile stress and thereby protects against damage.

Warning! Check plug-in call devices (pear push switches etc.) after every plugging in to ensure that raising calls is working perfectly.

7. Call switches

All red buttons in the nurse call system are for raising calls.



1 Red call button
for raising a call by pressing the button.
- Glows dimly so that the button can be found in the dark.
- Lights up or flashes brightly when a call has been raised.

2 Red call cord
for raising a call by pulling.

3 Red call ball
for raising a call by pressing the ball.

Note! The air hose of the pneumatic switch must be pushed as far as possible onto the metal nozzle. Otherwise, it may not be possible to raise a call with the call ball. If the air hose is not on the stop, a call is automatically raised so that the staff is informed about this situation. You cannot cancel the call until the air hose is pushed onto the nozzle as far as possible.

Note! Different call devices for special applications, e.g. radio call device, can also be connected to the nurse call system. Inform yourself about the respective call device in the operating instructions enclosed with the device.

8. Cancel switch/WC

Calls raised in the WC room, i.e. WC calls and Emergency calls WC, must be cancelled on location by pressing a WC cancel button. A cancel switch/WC or a call & cancel switch/WC can be installed for this. The call & cancel switch/WC also has a call button for raising a call.

Cancel switch/WC

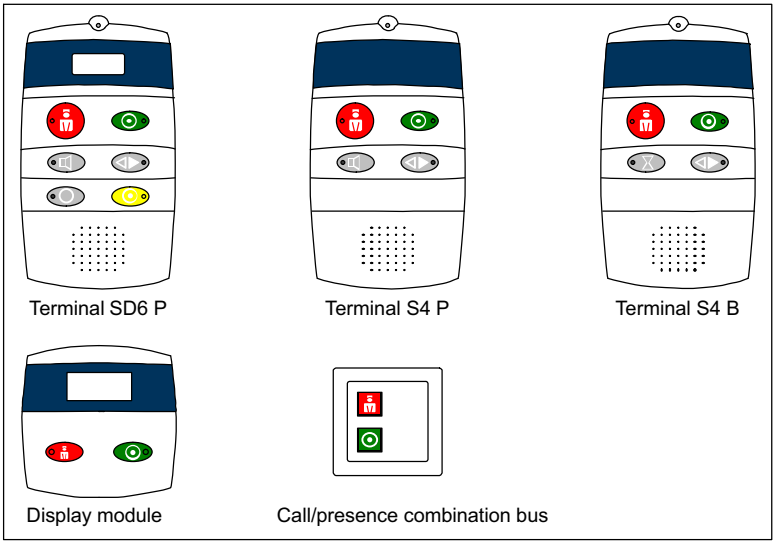
Call & cancel switch/WC

1 Grey WC cancel button
for cancelling a WC call or Emergency call WC.
- Lights up brightly when a WC call or an Emergency call WC has been raised.

2 Red call button
for raising a call.
- Glows dimly so that the button can be found in the dark.
- Lights up or flashes brightly when a WC call or an Emergency call WC has been raised.

9. Room terminals - Introduction

A room terminal is installed in the entrance area of every room.



All room terminals have presence buttons with which the staff activate and deactivate their presence.

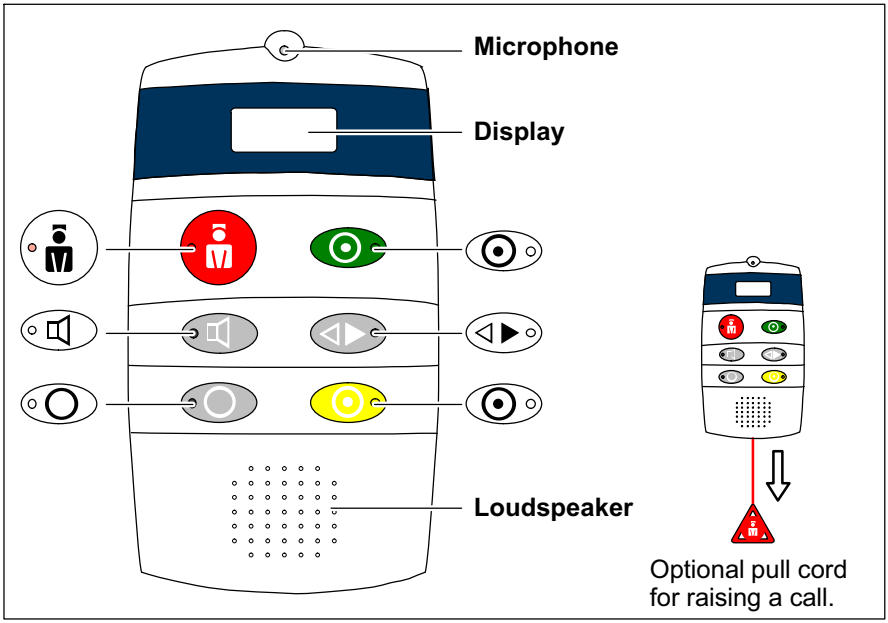
When Presence is activated, the calls of the area of responsibility (one or more wards) are displayed on the room terminal. A call tone sounds. The tone sequence depends on the call category (see Page 8) of the call.

Call category	**Call tone**
Calls	1 sec. tone – 10 sec. pause
Emergency calls	1 sec. tone – 1 sec. pause
Alarm calls	0.3 sec. tone – 0.3 sec. tone

The calls are also shown in the display on Terminal SD6 P and on the display module. Here, the same abbreviation is used for the call type as is used in the 16-digit corridor display, see Page 9.

The room terminals will be introduced individually in the following chapters.

10. Terminal SD6 P



Red call button
- LED faintly illuminated for finding the button in the dark.
- LED illuminated or flashes brightly when a call has been raised.

Green presence button staff 1
- LED is on when presence 1 is activated.

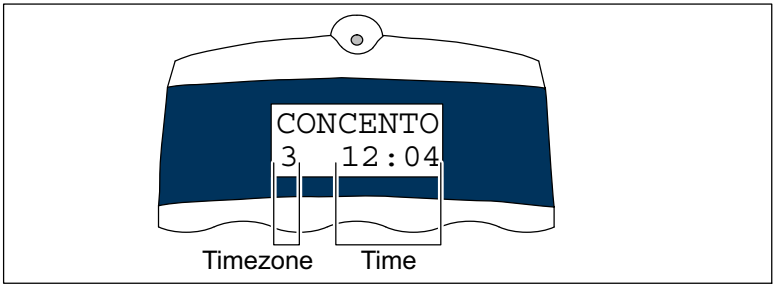
Answer button (grey)
- LED is on when there is a speech connection to a call location.

Remote cancel button (grey)

Universal button (grey)
- The function of the button depends on how it has been set, e.g. as a WC cancel button for calls in the WC. Consult your system administrator.
- If the universal button is set up as a WC cancel button, the LED is on when a WC call or an Emergency call WC has been raised.

Yellow presence button staff 2
- LED is on when presence 2 is activated

If there is no message, the display shows the active timezone (see Page 9) and the time.



10.1 Staff presence registration

When entering the room

- Switch on the green presence button (Staff 1) or the yellow presence button (Staff 2).

- The LED in the presence button comes on.

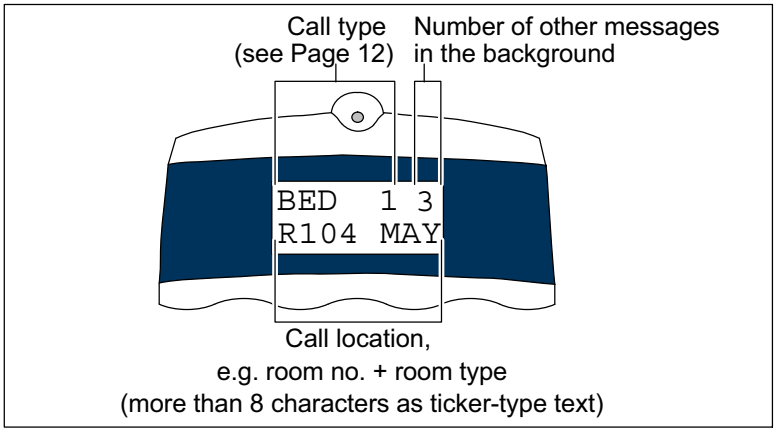
When leaving the room

- Switch off the green presence button (Staff 1) or the yellow presence button (Staff 2).

- The LED in the presence button is dark.

10.2 Displaying calls

If presence is activated at the terminal, the calls of your area of responsibility (one or more wards) are indicated - in the display and via a call tone (see Page 16). Your own room's calls are shown only in the display.



The oldest call of the highest priority is displayed if there are several calls. The number of all other calls, presence registrations and any nurse call system faults is displayed at the top right.

- You can scroll through all messages by pressing the remote cancel button several times.

10.3 Handling a call

This is how to handle the call that is currently displayed.

- Press the answer button.
  - If there is a speech possibility to the call location, a speech connection to the call location is established. The call is answered. Read more in the section "Call with speech possibility".
  - If there is no speech possibility to the call location, a warning tone sounds and "not possible" appears in the display. Read more in the section "Call without speech possibility".

Call with speech possibility

By pressing the answer button, you have established a speech connection to the call location:

- Speak to the person seeking help and ask him or her what sort of help he or she needs. The speech time is limited (depending on the setting: between 1 and 10 min.).

- To end the talk and park the call, press the answer button again [1)].

O The speech connection is closed. The call is parked.

- Deactivate Presence when you leave the room. Go to the call location and attend to the person seeking help, see chapter 10.4.

Note! Parked calls continue to be shown in the displays. If a parked call is not cancelled within a certain time (depending on the setting: between 1 and 30 minutes), it is automatically signalled again audibly.

[1)] Cancel bed call, room call or inactivity alarm

You can cancel a bed call, room call or inactivity alarm remotely. This is appropriate if you were already able to assist the person seeking help during the call, and therefore don't need to go to the call location.

- Press the remote cancel button instead of the answer button.

O The speech connection is closed. The call is cancelled. Handling of the call has been completed.

Call without speech possibility

If "not possible" appears in the display after the answer button has been pressed and a warning tone sounds, you cannot make a speech connection to the call location.

- Go to the call location and attend to the person seeking help, see chapter 10.4.

In the following cases, you cannot make a speech connection to the call location:

- No speech device at the call location. This means the room terminal is a call/presence combination bus (RAB) or display module.
- Call was raised in the WC (WC call, Emergency call WC).
- The speech line is engaged.

10.4 Attending to a person seeking help

Your help is needed in another room:

- Checking out of the current room: Deactivate Presence.
- Go to the call location.
- Checking in at the call location: Activate Presence.
- Attend to the person seeking help. Call for assistance if necessary, see Chapter 10.5.
- If the call was raised in the WC, press the grey WC cancel button in the WC or (if the universal button is set as the WC cancel button), press the universal button on the terminal in order to cancel the call. Note: All other call types are automatically cancelled when Presence is activated or deactivated.
- Deactivate Presence.

10.5 Calling for assistance

Raising an emergency call

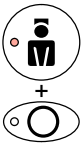
You are in the room, have activated your Presence and need assistance:

- Press the red call button on the terminal or pull the pull cord on the terminal or press another call button in the room.

○ An emergency call is raised with Presence activated. The pressed call button flashes brightly (1 sec. on / 1 sec. off).

Raising an alarm call

You are in the room, have activated your Presence and need assistance with the highest priority (e.g. resuscitation team):



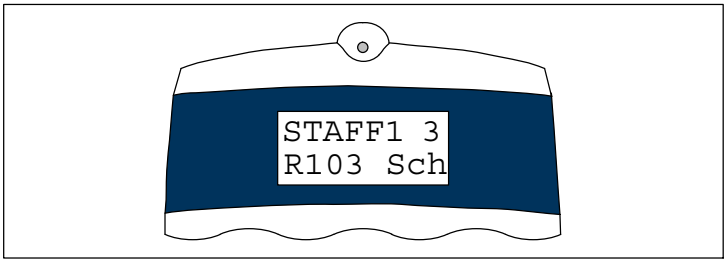
- Keep the universal button pressed while also pressing the red call button. Release the universal button first, then the red call button.

- The LED in the call switch is bright and flashes quickly (0.3 sec. on / 0.3 sec off).

10.6 Speaking to staff

You can speak to staff who have activated their presence in a room via the Terminal SD6 P. Proceed as follows:

- With the remote cancel button, scroll through the messages on the display until the presence message of the staff member you want to talk to is displayed.



- Press the answer button.
- A speech connection to the staff member's location is established.
- Speak to the staff member. You hear the staff member's reply. The speech time is limited (depending on the setting: between 1 and 10 min.).

- Press the answer button again to close the speech connection.
- The speech connection is closed.

10.7 Announcement

Function available only at Terminal SD6 P in the staff room when presence is activated at the terminal.

At Terminal SD6 P with the ”staff room” setting you can make announcements that are transferred to the other terminals. You can select the following announcement destinations:

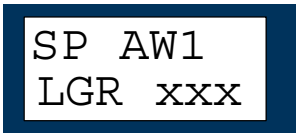
Announcement type	**Announcement destination**
SP AW1 LGR xxx[1)]	All rooms of your ward and wards coupled to your ward, where Presence 1 is activated.
SP AW2 LGR xxx[1)]	All rooms of your ward and wards coupled to your ward, where Presence 2 is activated.
SP AW1+2 LGR xxx[1)]	All rooms of your ward and wards coupled to your ward, where Presence 1 or Presence 2 is activated.
SP ALL LGR xxx[1)]	All rooms of your ward and wards coupled to your ward.
SP ALL LGR Sel.	All rooms of a selected other ward
[1)] LGR = Logic group = Ward, xxx = Ward number	

Note! All currently active speech connections are interrupted during an announcement.

Announcements to your ward and wards coupled to your ward

- Keep the answer button pressed for 5 seconds.

O The display shows:



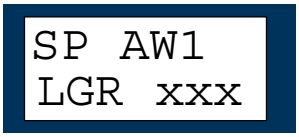
- Scroll through the available announcements with the red call button. Press it as often as necessary until the desired announcement type appears. (Note: To abort, press the green presence button.)

- Press the remote cancel button to start the announcement.
- The announcement is started. Your voice is transmitted after two start tones. The announcement is started with announcement tones at the terminals that convey the announcement.
- Make the announcement. The speech time is limited (depending on the setting: between 1 and 10 min.).

- Press the answer button to end the announcement.
- The announcement menu is closed. The announcement procedure is ended.

Announcement to a selected other ward

- Keep the answer button pressed for 5 seconds.
- The display shows:



- Press the red call button as often as necessary until the following display appears:

- Press the remote cancel button.
- The display shows: ”LGR001”.
- Scroll with the red call button as far as the desired ward number. (Note: To abort, press the green presence button.)

- Press the remote cancel button to start the announcement.

- The announcement is started. Your voice is transmitted after two start tones. The announcement is started with announcement tones at the terminals that convey the announcement.
- Make the announcement. The speech time is limited (depending on the setting: between 1 and 10 min.).

- Press the answer button to end the announcement.
- The announcement is ended. The display shows:

- If you want to make an announcement to another ward, use the red call button to scroll as far as the desired ward and proceed as described above.

- Press the green presence button in order to close the announcement menu.
- The announcement menu is closed. The announcement procedure is ended.

10.8 Switching timezone manually

This function is only available if the timezones are not automatically switched over in the nurse call system. The function is only available at one Terminal SD6 P in the building (setting ”Staff room with HAB”). Consult your system administrator.

The system administrator will tell you which timezones are available to you. This is how to switch the active timezone, for example for a shift change:

- Keep the yellow presence button pressed for 5 seconds.
- The active timezone is shown in the display:

- Scroll through the available zones with the red call button. Press it as often as necessary until the desired zone type appears. (Note: To abort, press the green presence button.)

- To switch to the displayed zone, press the remote cancel button
- The menu is closed. The selected timezone is activated. The number of the activated, i.e. active, timezone is shown in the display of all terminals SD6 P if there are no messages.

Note! If you press no button for longer than 1 minute, the menu is automatically exited without switching the timezone.

10.9 Setting timezone for one terminal only

The function is available on all terminals SD6 P with the ”Staff room” setting. Consult your system administrator.

For your Terminal SD6 P you can set a different timezone to the one set in the nurse call system. Here you can set all timezones (timezone 1–9) that are prepared in your nurse call system. Consult your system administrator.

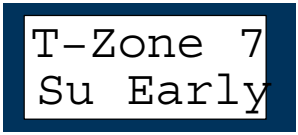
You can also set the timezone **A** ”All calls”. If you set the timezone **A**, all messages of the nurse call system (calls, presences, fault messages) are displayed on your terminal.

The timezone setting for a terminal is temporary. It is cancelled when the timezone of the nurse call system is switched.
Exception: The timezone **A** ”All calls” is not cancelled when the timezone is switched in the nurse call system.

You can manually reset the timezone setting for your terminal as described on Page 28 in the section ”Resetting the terminal to the timezone of the nurse call system”.

Setting the timezone for a terminal

- Keep the yellow presence button pressed for 5 seconds.
- he active zone is shown in the display:



- Scroll through the available zones with the red call button. Press as often as necessary until the desired timezone (**1**...**9** or **A**) appears. (Note: To abort, press the green presence button.)

- To switch to the displayed zone, press the remote cancel button.
- The selected timezone is activated on your terminal. The number of the activated timezone is shown on the display of your terminal if there are no messages.

Resetting the terminal to the timezone of the nurse call system

How to reset the timezone of your terminal to the timezone of the nurse call system:

- Keep the yellow presence button pressed for 5 seconds.

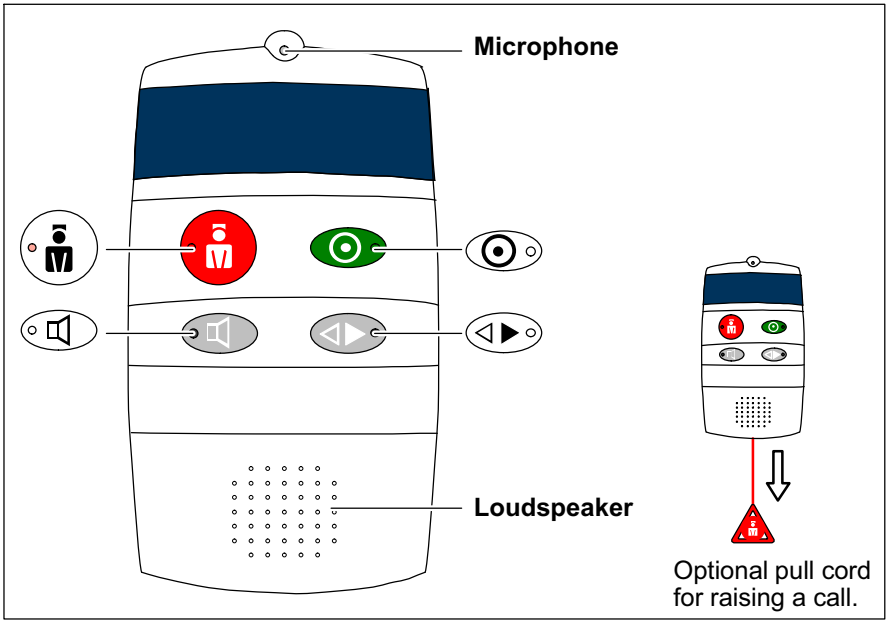
- The timezone active on your terminal is shown in the display.

- Scroll with the red call switch until **T-Zone Auto** appears. (Note: To abort, press the green presence button.)

- To switch to Timezone **Auto**, press the remote cancel button.

- The timezone active in the nurse call system is activated on your terminal.

11. Terminal S4 P



Red call button
- LED faintly illuminated for finding the button in the dark.
- LED illuminated or flashes brightly when a call has been raised.

Green presence button staff 1
- LED is on when presence 1 is activated.

Answer button (grey)
- LED is on when there is a speech connection to a call location.

Remote cancel button (grey)

11.1 Staff presence registration

When entering the room

- Switch on the green presence button.
- The LED in the presence button comes on.

When leaving the room

- Switch off the green presence button.
- The LED in the presence button is dark.

11.2 Displaying calls

If presence is activated at the terminal, the calls of your area of responsibility (one or more wards) are indicated via a call tone (see Page 16). The oldest call of the highest priority is indicated if there are several calls.

11.3 Handling a call

This is how to handle the displayed call.

- Press the answer button.
- If there is a speech possibility to the call location, a speech connection to the call location is established. The call is answered. Read more in the section ”Call with speech possibility”
- A warning tone sounds if there is no speech possibility to the call location. Read more in the section ”Call without speech possibility”.

Call with speech possibility

You have established a speech connection by pressing the answer button:

- Speak to the person seeking help and ask him or her what sort of help he or she needs. The speech time is limited (depending on the setting: between 1 and 10 min.).

- To close the speech connection and park the call, press the answer button again [1)].

- The speech connection is closed. The call is parked.

- Deactivate Presence when you leave the room.
  Go to the call location and attend to the person seeking help, see chapter 11.4.

Note! Parked calls continue to be shown on displays (corridor display, Terminal SD6 P, display module). If a parked call is not cancelled within a certain time (depending on the setting: between 1 and 30 minutes), it is automatically signalled again audibly.

---

[1]) Cancel bed call, room call or inactivity alarm

You can cancel a bed call, room call or inactivity alarm remotely. This is appropriate if you were already able to assist the person seeking help during the call, and therefore don't need to go to the call location.

- Press the remote cancel button instead of the answer button.

- The speech connection is closed. The call is cancelled. Handling of the call has been completed.

Calls without speech possibility

If a warning tone sounds after the answer button has been pressed, you cannot make a speech connection to the call location.

- Go to the call location and attend to the person seeking help, see chapter 11.4.

In the following cases, you cannot make a speech connection to the call location:

- No speech device at the call location. This means the room terminal is a call/presence combination bus (RAB) or display module.
- Call was raised in the WC (WC call, Emergency call WC).
- The speech line is engaged.

11.4 Attending to a person seeking help

Your help is needed in another room:

- Checking out of the current room: Deactivate Presence.

- Go to the call location.
- Checking in at the call location: Activate Presence.
- Attend to the person seeking help. Call for assistance if necessary, see Chapter 11.5.
- If the call was raised in the WC, press the grey WC cancel button in the WC in order to cancel the call. Note: All other call types are automatically cancelled when Presence is activated or deactivated.
- Deactivate Presence.

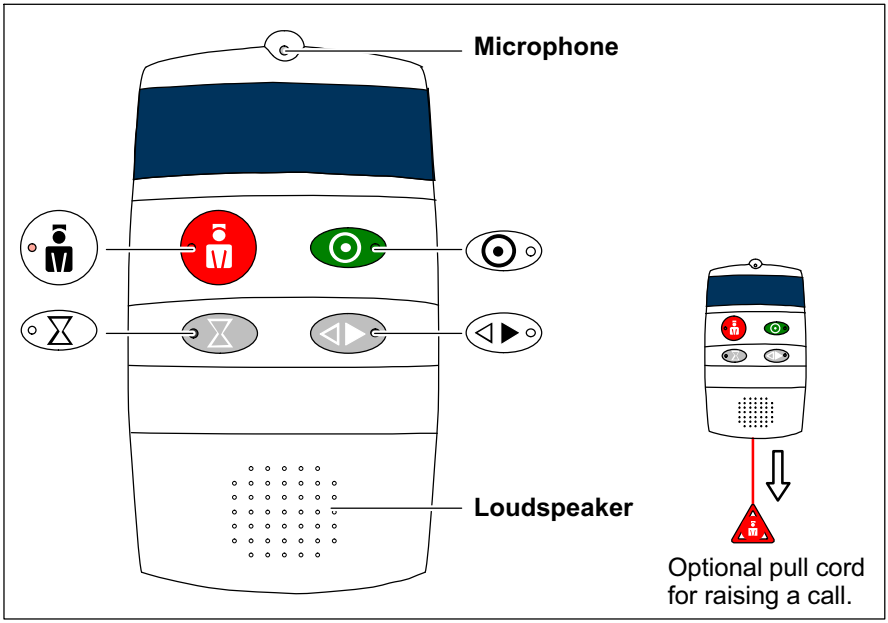
11.5 Calling for assistance

You are in the room, have activated your Presence and need assistance:

- Press the red call button on the terminal or pull the pull cord on the terminal or press another call button in the room.

O An emergency call is raised with Presence activated. The pressed call button flashes brightly (1 sec. on / 1 sec. off).

12. Terminal S4 B



Red call button
- LED faintly illuminated for finding the button in the dark.
- LED illuminated or flashes brightly when a call has been raised.

Green presence button staff 1
- LED is on when presence 1 is activated.

Day button / answer button (grey)
- Functions as a day button when Presence is deactivated.
- Functions as an answer button when Presence is activated.
- LED is on when there is a speech connection to a call location.

Away button / remote cancel button (grey)
- Functions as an away button when Presence is deactivated.
- Functions as a remote cancel button when Presence is activated.
- LED is on when resident is reported as absent

12.1 Staff presence registration

When entering the room

- Switch on the green presence button.
- The LED in the presence button comes on.

When leaving the room

- Switch off the green presence button.
- The LED in the presence button is dark.

12.2 Displaying calls

If presence is activated at the terminal, the calls of your area of responsibility (one or more wards) are indicated via a call tone (see Page 16). The oldest call of the highest priority is indicated if there are several calls.

12.3 Handling a call

This is how to handle the displayed call.

- Press the answer button.
- If there is a speech possibility to the call location, a speech connection to the call location is established. The call is answered. Read more in the section ”Call with speech possibility”
- A warning tone sounds if there is no speech possibility to the call location. Read more in the section ”Call without speech possibility”.

Call with speech possibility

You have established a speech connection by pressing the answer button:

- Speak to the person seeking help and ask him or her what sort of help he or she needs. The speech time is limited (depending on the setting: between 1 and 10 min.).

- To close the speech connection and park the call, press the answer button again [1].

- The speech connection is closed. The call is parked.

- Deactivate Presence when you leave the room.
  Go to the call location and attend to the person seeking help, see chapter 12.4.

Note! Parked calls continue to be shown on displays (corridor display, Terminal SD6 P, display module). If a parked call is not cancelled within a certain time (depending on the setting: between 1 and 30 minutes), it is automatically signalled again audibly.

---

[1]) Cancel bed call, room call or inactivity alarm

You can cancel a bed call, room call or inactivity alarm remotely. This is appropriate if you were already able to assist the person seeking help during the call, and therefore don't need to go to the call location.

- Press the remote cancel button instead of the answer button.

- The speech connection is closed. The call is cancelled. Handling of the call has been completed.

Call without speech possibility

If a warning tone sounds after the answer button has been pressed, you cannot make a speech connection to the call location.

- Go to the call location and attend to the person seeking help, see chapter 12.4.

In the following cases, you cannot make a speech connection to the call location:

- No speech device at the call location. This means the room terminal is a call/presence combination bus (RAB) or display module.
- Call was raised in the WC (WC call, Emergency call WC).
- The speech line is engaged.

12.4 Attending to a person seeking help

Your help is needed in another room:

- Checking out of the current room: Deactivate Presence.

- Go to the call location.
- Checking in at the call location: Activate Presence.
- Attend to the person seeking help. Call for assistance if necessary, see Chapter 12.5.
- If the call was raised in the WC, press the grey WC cancel button in the WC in order to cancel the call. Note: All other call types are automatically cancelled when Presence is activated or deactivated.
- Deactivate Presence.

12.5 Calling for assistance

You are in the room, have activated your Presence and need assistance:

- Press the red call button on the terminal or pull the pull cord on the terminal or press another call button in the room.

O An emergency call is raised with Presence activated. The pressed call button flashes brightly (1 sec. on / 1 sec. off).

12.6 Inactivity alarm function

An inactivity alarm function can be used on Terminal S4 B. Ask the system administrator about which terminals S4 B the inactivity alarm function is active on.

The inactivity alarm function ensures that the nursing staff are informed when the resident has been inactive in their apartment for more than 25 hours.

To do this, the resident's activity is recorded via a sensor that registers everyday activity, e.g. flushing the toilet. However, the function can also be used without sensors. The resident must then press the day button on the terminal once per day.

Inactivity alarm

If the resident has been inactive for 24 hours, the day button flashes and a tone is emitted every 5 minutes. This is the latest point at which the resident must become active, i.e. either press the day button or trig-

ger the sensor. If they do not do this within one hour, a inactivity alarm is automatically raised. This can be answered via a terminal or telephone, and can be remotely cancelled.

Notification of absence

Notification as absent

If the resident leaves their apartment for longer than 24 hours, they must check out so that a false alarm is not raised.

- O The LED in the away button is dark.

- ● Press the away button to check out.
- O The LED in the away button is on to indicate that the resident has checked out. Inactivity monitoring is deactivated.

Notification as home

The resident must check back in when they return:

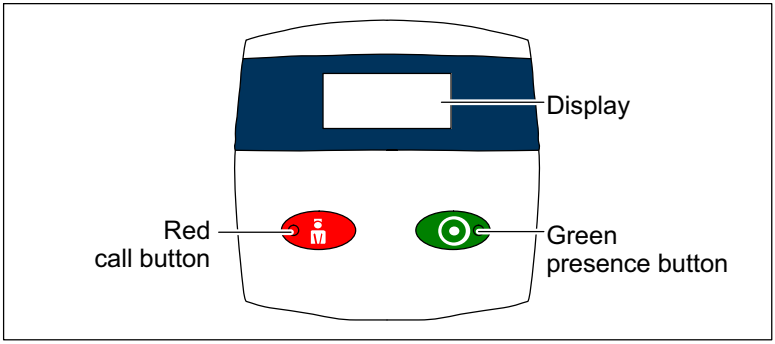
- O The LED in the away button is on.

- ● Press the away button to check in.
- O The LED in the away button is dark to indicate that the resident has checked in. Inactivity monitoring is activated.

Call when absent

The resident can raise a call even if he or she is checked out on the terminal. This checks the resident back in at the same time.

13. Display module



Red call button
- LED faintly illuminated for finding the button in the dark.
- LED illuminated or flashes brightly when a call has been raised.

Green presence button staff 1
- LED is on when presence 1 is activated.

13.1 Staff presence registration

When entering the room

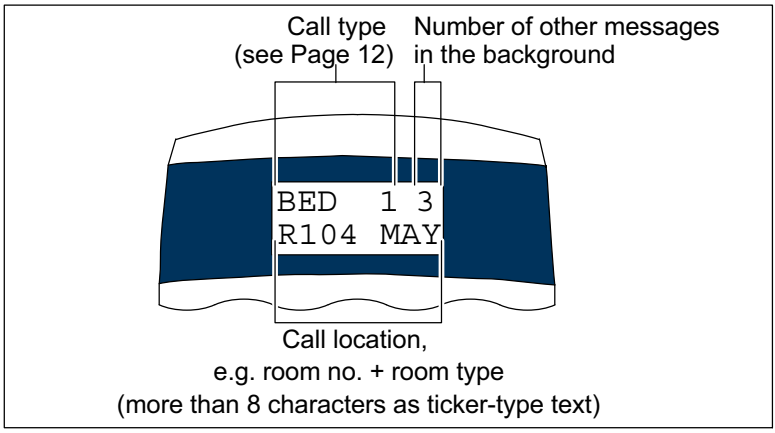
- Switch on the green presence button.
- The LED in the presence button comes on.

When leaving the room

- Switch off the green presence button.
- The LED in the presence button is dark.

13.2 Displaying calls

If presence is activated on the display module, the calls of your area of responsibility (one or more wards) are indicated - in the display and via a call tone (see Page 16). Your own room's calls are shown only in the display.



The oldest call of the highest priority is displayed first if there are several calls. The number of all other calls, presence registrations and any nurse call system faults are displayed at the top right. After 15 seconds, the other messages are displayed for 5 seconds each in order of their priority. This is how all messages are scrolled through.

13.3 Attending to a person seeking help

Your help is needed in another room:

- Checking out of the current room: Deactivate Presence.
- Go to the call location.
- Checking in at the call location: Activate Presence.
- Attend to the person seeking help. Call for assistance if necessary, see Chapter 13.4.
- If the call was raised in the WC, press the grey WC cancel button in the WC in order to cancel the call. Note: All other call types are automatically cancelled when Presence is activated or deactivated.
- Deactivate Presence.

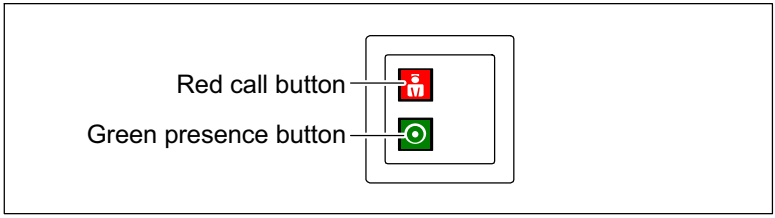
13.4 Calling for assistance

You are in the room, have activated your Presence and need assistance:

- Press the red call button on the display module or press the other call button in the room.

- The pressed call button flashes brightly (1 sec. on / 1 sec. off). An emergency call is raised with Presence activated.

14. Call / presence combination bus



Red call button
- LED faintly illuminated for finding the button in the dark.
- LED illuminated or flashes brightly when a call has been raised.

Green presence button staff 1
- LED is on when presence 1 is activated.

14.1 Staff presence registration

When entering the room

- Switch on the green presence button.
- The LED in the presence button comes on.

When leaving the room

- Switch off the green presence button.
- The LED in the presence button is dark.

14.2 Displaying calls

If presence is activated at the call / presence combination bus, the calls of your area of responsibility (one or more wards) are indicated via a call tone (see Page 16).

The oldest call of the highest priority is indicated if there are several calls.

14.3 Attending to a person seeking help

Your help is needed in another room:

- Checking out of the current room: Deactivate Presence.
- Go to the call location.
- Checking in at the call location: Activate Presence.
- Attend to the person seeking help. Call for assistance if necessary, see Chapter 14.4.
- If the call was raised in the WC, press the grey WC cancel button in the WC in order to cancel the call. Note: All other call types are automatically cancelled when Presence is activated or deactivated.
- Deactivate Presence.

14.4 Calling for assistance

You are in the room, have activated your Presence and need assistance:

- Press the red call button on the call / presence combination bus or press the other call button in the room.

O The pressed call button flashes brightly (1 sec. on / 1 sec. off). An emergency call is raised with Presence activated.

15. Handling a call on the telephone

If your nurse call system is prepared for handling calls on the telephone, the telephone which is called when calls are made from a particular ward has already been set.

If the called connection is busy, this connection is automatically dialled several times. If still no connection is established or if the call is not answered within a certain time (depending on the setting: between 5 and 300 sec.), other telephones are called in a preset order.

15.1 Answering a phone call

- A call has been raised. When configured, the call type and call location are shown in the telephone's display. The telephone rings.

- Pick up the receiver.
- A voice announcement tells you the call type and call location, e.g. "Room Call. Room 104."
- If you can answer the call, i.e. if a speech connection can be made to the call location, the announcement ends with: "Please press the **4** key". For more information, read Chapter 15.2 "Answering a call with speech possibility".
- If no speech connection can be made to the call location (e.g. in the case of a WC call), the announcement ends with: "Please press the **0** key". For more information, read Chapter 15.2 "Call without speech possibility".

15.2 Handling a call

Answering a call with speech possibility

- After you have picked up the receiver and listened to the announcement, press the key **4** to answer the call.
- A speech connection to the call location is established.
- Speak to the person seeking help and ask him or her what help he or she needs.

- Press the key **0** to close the speech connection.

- The speech connection is closed.
  A bed call, room call or inactivity alarm will be cancelled remotely. All other call types are parked.

- Put down the receiver.
- Go to the call location and attend to the person seeking help. In the case of a bed call, room call or inactivity alarm, you only need to go to the call location if help is needed on location, because the call has already been remotely cancelled when the speech connection was closed.

Note! Parked calls continue to be shown on displays (corridor display, Terminal SD6 P, display module). If a parked call is not cancelled within a certain time (depending on the setting: between 1 and 30 minutes), another telephone call is automatically made.

Calls without speech possibility

- After you have picked up the receiver and listened to the announcement, press the key **0**.

- Put down the receiver.
- Go to the call location in order to attend to the person seeking help

In the following cases, you cannot make a speech connection to the call location:

- No speech device at the call location. This means the room terminal is a call/presence combination bus (RAB) or display module.
- Call was raised in the WC (WC call, Emergency call WC).

15.3 Commands during the speech connection

You have the following possibilities during the speech connection to the call location:

Speech direction control

The speech channel is always only open in one direction. When it is open, the voice of the louder discussion participant is transmitted. If this automatic speech channel control does not function sufficiently due to loud background noises, you can switch over to manual speech direction control and press on key **7** and **8**.
Controlling the speech direction:

Press key **7** = You want to listen.

Press key **8** = You want to speak.

When you want to return to automatic speech direction control, press the key **4**.

Speech time

The speech time is limited (depending on the setting: between 1 and 10 min.). However, you can extend the speech time as often as desired by the same amount of time.

- To extend the speech time, press the key **4**.

15.4 Deny a call

You have picked up the receiver and listened to the announcement. But you cannot attend to the person seeking help?

- Press the key **2**.

o The next telephone in the call sequence is called.

- Put down the receiver.

16. Cleaning and disinfection

16.1 Cleaning and disinfection

Cleaning the devices described in these operating instructions with a damp cloth and using diluted and residue-free domestic cleaning agents or sprays is always safe. The devices are suitable for moist wiping disinfection.

It is recommended to disinfect using e.g. pure Dismozon (0.5%) manufactured by Bode Chemie . This oxygen-active surface disinfectant with an extensive biocide spectrum contains the active agent magnesium monoperoxyphthalate hexahydrate (MMPP). Follow the manufacturer's instructions when using the disinfectant.

Do not use any non residue-free cleaning agents. These accumulate in the gaps between the buttons and the housing.

Do not use any resinous or sticky cleaning agents, and no scouring cream.

Do not touch the electrical contacts while cleaning and disinfecting.

The devices are not waterproof. Therefore, do not immerse the devices in water. Observe the hygiene regulations that apply to your institution. When selecting cleaning agents and disinfectants, refer to the list of the materials used in the devices in Chapter 16.2.

Screens of terminals, display modules and the front glass of the corridors displays

The screens of the terminals and of the display module, as well as the front glass of the corridor displays, are made of acrylic glass. Acrylic glass should not be cleaned with glass cleaner such as Sidolin. To clean acrylic glass, we recommend warm water with detergent or an anti-static plastic cleaner together with a soft cloth.

Housing of the corridor display

The housing of the corridor display is made of lacquered aluminium. Do not use a dry cloth for cleaning. This can cause an electrostatic charge

on the corridor display during wiping, and thereby damage the corridor display. Wipe the aluminium with a damp cloth, using a diluted domestic cleaning agent or detergent.

16.2 Device materials

Devices	Component	Material
Terminals, display module	Housing, buttons	ABS
	Screen	Acrylic glass (PMMA)
Call / presence combination bus, switches, call switch with connection socket	Frame	Thermoplastic / duroplastic
	Central plate	ABS
	Button front	Polyamide
Round pear push switch	Housing	ABS
	Button	TPV
Rectangular pear push switch	Housing	ABS
	Button	Hard-coated polyester film
Room lamp	Dome	SAN
	Glass frame	Glass (frosted)
	Plastic frame	ABS
	Doorplate	Autex (high-quality polyester film)
Corridor display	Housing	Lacquered aluminium
	Front glass	Acrylglas (PMMA)

QUALITY
MANAGEMENT
SYSTEM

DQS certified to
DIN EN ISO 9001
Reg. no. 56386

Reg. no. 56386

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